

Janet Napolitano
Governor



Betsey Bayless
Director

ARIZONA DEPARTMENT OF ADMINISTRATION

OFFICE OF THE DIRECTOR

100 North 15th Avenue, Suite 401
PHOENIX, ARIZONA 85007
(602) 542-1500

NEWS RELEASE

contact:

For further information

Alan Ecker (602) 542-0027

September 29, 2004

STATE EMPLOYEE / RETIREE HEALTH INSURANCE ENROLLMENT CLOSING WITH GOOD RESULTS

The State of Arizona, Department of Administration (ADOA) announced that over 58,800 employees and retirees have successfully enrolled in their new benefits program, Benefit Options. Throughout the Open Enrollment period of August 2, 2004 through September 10, 2004:

- Approximately 350,000 people accessed the Arizona Benefit Options website.
- The Benefits Office received over 850 physician nominations in 6 weeks for the new program. Over 58% of those physicians were successfully recruited and contracted for the new program before September 10, 2004.
- Approximately 40,000 phone calls and 3,700 emails were received and answered during the Open Enrollment period.

"We knew that Benefit Options was a departure from our old benefit program," said Governor Janet Napolitano. "To help state employees and retirees understand what Benefit Options would mean for them, we knew we had to provide clear information and a very high level of customer support during the decision making time period."

ADOA's measures of how well the Open Enrollment ran from a plan member's perspective were also positive:

- A satisfaction survey indicates that over 86% of enrollees said they were satisfied with the open enrollment process. This is about 15% higher than national norms for enrollment and benefit communication in general.

- The enrollment also brought in several hundred employees who had previously declined health benefits with the State, indicating that employees clearly saw the value of the new Benefit Options program.

“Of course what really matters is what our customers think,” commented Betsey Bayless, Director of the Department of Administration. “During our recent enrollment, our customers, who are State employees and retirees, told us we did a good job helping them enroll. I think the entire Department of Administration can be proud of its effort and the results of the recent enrollment.”

The new health insurance program will be fully operational on October 1, 2004, and is expected to save Arizona taxpayers over \$132 million in the next five years.

More information about this new health care program can be found at www.benefitoptions.az.gov.

###